"Please reference a specific column" error

Ben Henley - 2023-09-08 - Comment (1) - Deskpro Legacy

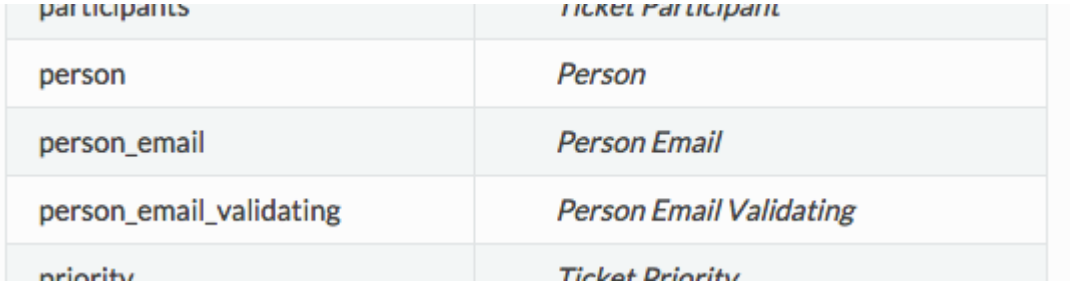
Question:

I'm getting an error message like this: "The following error occurred: tickets.person cannot be referenced directly. Please reference a specific column." What does this mean?

Answer:

This happens when your query is referring to a table, instead of a particular column of values within that table.

In this case, you are doing a "FROM tickets" query. You can see in the tickets table that you can reference tickets.person; this is not a reference to a column in the tickets table (like, say, tickets.id), but a cross-reference to a table that stores columns of data about people. This is indicated because *Person* is in italics.



For the report to work, you need to look at the Person table and pick a column to reference: for example, tickets.person.name.